

Louisiana DirectMatch Training

August 20,2021

#	Question	Answer(s)
1	Hi I am *** ***, the Data Manager at *** High school and I am unable to get into eScholar, please help.	Please contact support@escholar.com. If you are districts security coordinator, contact Jayanthi.Sothirajah@LA.GOV. If you are a district user, your security coordinator can reset your password. If you are a Earlt Childhood coordinator, contact Pheriche.Perkins@la.gov.
2	I hope this is discussed today, but if not, I would like a training on how to run DirectMatch and to pull individual school matches once the match process is complete. I attempted it yesterday and was able to match and pull individual school matches, but they are not correct. Students are included with schools where they are not enrolled.	I hope we answered your questions today. You will find a copy of today's presentation in your email. If you need additional assistance, please reach out to support@escholar.com
3	When we began Pre K Pre Registration in April I went ahead and matched some students using the previous portal, will I need to rematch these students using the new portal?	If you uploaded your results into your source system (SIS), you should not have to rematch those students. Please contact Anantha.Lakkakula@la.gov.
4	what files should we upload to DirectMatch?	The files will be uploaded by your SecureID Users or Coordinators.
5	if you can cancel match, what will happen next? Anything we need to do?	If you cancel the near match records, the near match record will be discarded. If you need to match the student, you willneed to upload the student in a future batch upload.

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| 6 | Is there still the ability to enter 1 student at a time instead of batching? | The ability to enter one student at a time is located under Match Options (the checkmark icon) and Individual Match. |
| 7 | I have tried to reset my password multiple times. The requirements are met and match, but still get an error message. What should I do? | Please contact support@escholar.com . If you are districts security coordinator, contact Jayanthi.Sothirajah@LA.GOV . If you are a district user, your security coordinator can reset your password. If you are a Earlt Childhood coordinator, contact Pheriche.Perkins@la.gov . |
| 8 | This isn't a question for everyone, just for the coordinators of this webinar. Is there a way I can receive a "certificate" showing that I attending this webinar? I need it to go toward my LASBO (LA Assoc. of School Business Officials) certification. Even if I could just receive an email stating that I attended and the time frame of the webinar. | In the past LDOE has not issued certificates for DirectMatch webinar attendance. |